

# CITY OF MILWAUKIE

## CLASSIFICATION: INFORMATION TECHNOLOGY (IT) MANAGER

Department: Finance  
Location: Public Safety Building

Grade Number: 31  
FLSA: Exempt  
Management, Supervisory Confidential  
EEO Category: 1-Officials & Administrators

### DESCRIPTION:

Plans, directs and administers all activities related to the information services technology of the City including: establishes requirements for workstations, servers, network, and telephone systems acquired by the City, provides oversight and direction to the installation, programming, and ongoing operation of workstations, servers, network, and telephone systems and establishes technology strategy and provides supervision to internal IT staff and contracted support vendors. This position works under the direct supervision of the Finance Director.

### DUTIES AND RESPONSIBILITIES:

*(Tasks listed are intended to be descriptive and not restrictive. An employee in this classification may perform any of the tasks listed; however, these examples do not include all the tasks which an employee may be expected to perform.)*

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Provides leadership through planning, organizing, directing and supervising all activities of the division to achieve goals within available resources related to technology infrastructure.
2. Serves as the technical expert for computer/network systems and associated issues.
3. Oversees, manages and perform a variety of technical duties in support of hardware and software maintenance, user support, network administration and training functions; administer and maintain network file servers, database servers, application servers, client desktop workstations and network wiring, routing and communication equipment.
4. Studies and standardizes procedures to improve efficiency and effectiveness of the operations of the division. Coordinates division activities with internal departments and external agencies and vendors as needed.
5. Manages staff to ensure City goals and objectives are met. Schedules, assigns and review work. Provides opportunities for development training and performance coaching to employees. Conduct performance evaluations. Responds to employee issues and oversees disciplinary processes.
6. Assists in the preparation of the division budget based on staffing and resource requirements and program objectives and goals. Monitors the budget to assure compliance with approved budget levels and standards.
7. Directs studies, and prepare reports directly related to the development and implementation of the most current computer and automation technologies (including electronic communications systems, workflow systems, and office automation). Analyzes the City organization and programs for potential automation.
8. Coordinates the development of comprehensive Citywide information and technology plans, strategies, and approaches for the development and application of automation and computerization. Develops short and long-range division goals and objectives and conducts continuous review and analysis of programs and technologies. Establishes and implements division policies, procedures, and guidelines.
9. Monitors software programs and licensing compliance; negotiates contracts with and coordinates activities related to hardware, software, telecommunications and other technology vendors.
10. Establishes, implements, and maintains security measures to protect organizational data, proprietary information and intellectual property; performs periodic review of policies and adjusts as needed to ensure security of City's data.
11. Coordinates and supervises the development and implementation of new technologies to meet the evolving needs of the organization; provides direction to staff and vendors on design and platforms of technologies to support established needs.
12. Coordinates and supervises the selection and maintenance of all technology vendors, public and private sector, ensuring the terms and conditions of services are being delivered within established SLA.

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13. Maintains positive public relations with internal and external customers and is responsive to department and elected official's needs.
14. Develops safe work habits and contributes to the safety of self, co-workers and the general public.
15. Contributes to a positive work environment.
16. Performs other duties as required.

**JOB SPECIFICATIONS:**

(Job preparation and prior work experience requirements are minimum standards. Other equivalent combinations of education, training and experience will be considered.)

**1. Job Preparation:**

**a) Education and Experience:**

- i) Bachelors degree from an accredited college or university with a degree in computer science, engineering or closely related field plus five (5) years of progressively responsible related experience including at least two (2) years in a supervisory or lead capacity or any equivalent combination of education and experience.
- ii) Master's degree in business or technology management preferred.

**b) Training:**

- ii) Completed PMP, GCPM or comparable project management certification desirable.
- iii) Microsoft MCSE solutions expert certification or comparable training desirable.

**c) Necessary Knowledge, Skills and Abilities:**

- i) Knowledge of management and supervisory practices and principles.
- ii) Knowledge of fiscal management, including budget preparation, expenditure control and record keeping.
- iii) Considerable knowledge of automation and computerized financial applications; working knowledge of local area networks (particularly Windows operating systems);
- iv) Working knowledge of the variety of activities within a full service local government;
- v) Ability to communicate complex technical information to diverse audience;
- vi) Advanced knowledge of features and capabilities of Microsoft (MS) Server and Workstation platforms, Microsoft Messaging platform, Enterprise Backup platforms, Networking/Security Hardware, and VoIP Telephony Platforms.
- vii) Knowledge of principles and procedures of quality assurance and security related to computer information systems or telecommunication systems, methods and techniques of file manipulation and data validation;
- viii) Knowledge of the uses and capabilities of data processing hardware, software and telecommunications used in City departments and outside agencies;
- ix) Skill in troubleshooting, analytical, problem solving, and written and verbal communication;
- iii) Skill to effectively supervise and motivate staff.
- x) Ability to prepare and analyze complex reports; perform advance math; plan and maintain efficient and effective complex computer systems in a distributed client/server environment.
- xi) Ability to detect, isolate and resolve information or telecommunication system problems and analyze and assess the technology needs of City departments; establish and maintain effective working relationships with employees, city officials; and ability to communicate complex technical information in a professional, grammatically correct and effective manner in verbal and written format.
- iv) Ability to develop goals and long range planning for department.
- vi) Ability to prepare and analyze comprehensive and technical reports.
- vii) Ability to manage multiple projects often within tight timeframes.
- viii) Ability to establish and maintain effective working relationships.
- ix) Ability to work as a team member and to cultivate a team climate.
- x) Ability to perform the essential functions of the job.

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2. **Special Requirements:**

- a) Must possess, or be able to obtain by time of hire, a valid Oregon or Washington State Driver's License.
- b) Must be able to pass the department's security clearance standards including review of driving record.

3. **Supervision:**

- a) This position has full scope of supervisory responsibility over assigned staff.
- b) Operates under the general direction and supervision of the Finance Director.

4. **Communications:**

- a) Has frequent contact with staff, vendors, City departments, other government agencies, contractors, professional services firms and with elected officials.
- b) The communications are often complex and may be confidential.

5. **Cognitive Functions:**

- a) Work is performed highly independent with little direction. Some policies/procedures exist. Person in this classification determines own practices and procedures by contributing to the development of new concepts.
- b) Most problems are quite difficult requiring decision making with precedent occasionally available. An incumbent has significant control over the planning and performance of the work.

6. **Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- a) Work is performed mostly in office settings with extensive computer workstation inflexibility in order to input and retrieve information from the computer system.
- b) Occasionally required to get into hard to access or awkward spaces.
- c) Frequently must utilize small hand tools in awkward hard to reach locations.
- d) Occasional lifting of computer equipment. Ability to lift up to 20 pounds.
- e) Some evening meetings are required and occasional evening and weekend work to maintain operating systems.

7. **Resource Accountability:**

- i. This classification has limited budgetary authority.
- ii. Persons in this classification are responsible to make purchasing decisions resulting in the most efficient solution for the lowest cost.
- iii. Has extensive impact on City and department data and documents.

*The job classification description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

Drafted: 2/2016

Adopted: 2/2016